

Functional Area	Materials Reviewed
Pharmacy	<ul style="list-style-type: none"> • SHP Pharmacy Benefit Management RFP 2004 • Medco original proposal to SHP for Pharmacy Benefit Management • Contract amendment to the Medco – SHP original contract: NUMBER AND DATES • AON Market Analysis 2007 • AON annual drug discount rate analysis - for the period of the audit • Medco quarterly and annual reports for the SHP during the audit period • Medco data dictionary • Medco SOP Governance Model for Business Operations, Version 1.5, Medco Business Confidential (Viewed onsite, would not copy) • Medco Siebel Request (SR) Daily Report from Audrey • Medco Pharmacy Services Manuals 2005/2006, 2006/2007, 2007/2008 • Standard Medco Pharmacy Agreement • Overview presentation of department and workflow diagrams • Medco Eligibility Process Workflow • BCBSNC Eligibility Process - process for submitting eligibility updates and refreshes to Medco • Coverage Authorization-Mail Process Workflow • Coverage Authorization-Retail Process Workflow • SOP 4.4.3 Worry Free Fills (WFF), Version 1.4, Medco Business Confidential (Viewed onsite only, not permitted to copy) • SOP for Medco Brand to Generic Copay Waiver Implementation (Viewed onsite only, not permitted to copy) • Prescription Process Workflows • Annual Performance Reports for the audit period • Annual and quarterly performance guarantee reports for the audit period • 2008 Prior Authorization Report • Onsite review of TRC presentation and capabilities – were not allowed to take copies of the presentation • Medco 2008 Annual Report • SAS 70 Reports • Thomas Gibbs Pharmacy Claim Reports • Retail Pharmacy Audit Statistics for the SHP network • SHP Benefit Books for the period of the audit • Medco Specialty Pharmacy Contract with the SHP • SHP P&T Meeting Materials during the audit period